

Ticketing & Theatre Policies

Cache Valley Center for the Arts Purchasing Policy

The following policies are designed to ensure your understanding of, and satisfaction with, the purchase process on the CacheArts website. CacheArts utilizes the Arts People ticketing system. By purchasing tickets through the CacheArts website, you agree to be bound by these policies. These purchase policies may change at any time, and such changes shall be effective upon posting. You agree to be bound by such changes when they take place.

Pricing and Availability

CacheArts sells tickets on behalf of all events produced at the Ellen Eccles Theatre, both for the Nationally Touring Season as well as Resident Events.

The Utah Festival Opera & Musical Theatre company rents the Ellen Eccles Theatre during the summer and operates an independent ticketing system and office. Please visit the UFOMT website for their specific policies.

CacheArts acts only as agent for Resident Events, which means CacheArts does not set the ticket prices or discounts and is not responsible for any claims or representations made by Residents companies. Resident Event providers reserve all rights to add, withdraw, reschedule or substitute artists and/or events, prices, venues, seating arrangements and audience capacity.

Tickets are generally sold through several distribution points, including online, by phone, and in person at the CacheArts ticket office. Therefore, tickets for popular events may sell out quickly.

Ticketing Fees

There is no additional fee for tickets purchased online or in person. No reservations are accepted without payment.

Replacement Tickets

Tickets purchased from fraudulent organizations/individuals may be for seats that are not available or may be much more than face value, and as such may be void. To be certain you are buying real tickets at face value, always purchase directly from our ticket office or website: www.CacheArts.org or through our online ticketing service: www.arts-people.com.

CacheArts is not responsible for any ticket that is lost, damaged or destroyed.

Replacement tickets for lost, damaged or destroyed tickets purchased through CacheArts may be obtained by contacting the CacheArts ticket office. Replacement tickets will be set up for Will Call pick up only and requires presentation of valid picture ID of the person whose account was used to purchase the lost, damaged or destroyed tickets.

Refunds and Exchanges

All ticket sales are final and non-refundable. Discounts are not retroactive. Tickets may be exchanged in advance for another performance of the same production. Exchanges must be made at least 24 hours prior to the date & time of your tickets. Exchanges are based on availability and comparable seats are not guaranteed. A \$2 fee per ticket exchanged will be assessed. Before finalizing your purchase, please carefully review your event and seating selection.

Payment Methods

CacheArts accepts Visa, MasterCard, CacheArts gift certificates, and cash or check.

Admission

The right of event admission is reserved, and subject to the event producer's terms of admission (i.e. minimum age requirements, surcharges for minors, etc.). Recommended minimum age for all performances is five years or older unless otherwise specified and no babes in arms. Late arrival may result in non-admittance until a suitable break in the performance. Entry may be refused if tickets are damaged or defaced in any way, or are not purchased through authorized points of sale. Entry may also be refused if tickets are lost or stolen.

Number of Tickets or "Ticket Limits"

When purchasing tickets on our Site, you may be limited to a specified number of tickets for an event (also known as a "ticket limit"). Please refer to the event page for posted ticket limits. This policy is in effect to discourage unfair ticket buying practices. We reserve the right to cancel any or all orders and tickets without notice to you if you exceed the posted limits. This includes orders associated with the same name, e-mail address, billing address, credit card number or other information.

Canceled or Rescheduled Events

Occasionally, performances are canceled or postponed. Should this occur, CacheArts shall use reasonable efforts to inform you of refund or exchange procedures for that performance. If an event is canceled, and you purchased your ticket through CacheArts, we will automatically issue you a refund of the amount you paid for your tickets to the credit card that you used to purchase that ticket. If you used any other payment method, please contact us for more information. Only the original purchaser will be eligible for a refund. If you bought your tickets at a retail outlet, you will have to return them to that location.

Billing Information Verification

Orders are processed only after a billing address, and other billing information, has been verified.

Limitation of Liability

You voluntarily assume all risks incidental to the event for which the ticket is issued, whether occurring before, during or after the event, and you waive any claims for personal injury or death against us, management, facilities, artists, other participants, and all affiliated entities, agents, officers, directors, owners and employees on behalf of yourself and any accompanying minor. You bear all risks related to weather.

Recording, Transmission and Exhibition

You agree not to record or transmit, or aid in recording or transmitting, any description, account, picture, or reproduction of the event. You agree that the event for which you purchase tickets is a public event, that your appearance and actions inside and outside the venue where the event occurs are public in nature, and that you have no expectation of privacy with regard to your actions or conduct at the event.

General Theatre Policies

Please remain in your seats until the end of the curtain call and until the theatre technicians have turned on the house lights for your safety. Make this experience enjoyable for others around you by not talking

during the performance. No food or drink is allowed in the theatre (with the exception of bottled water). We have no official dress code at the theatre. Please turn off all electronic devices prior to entering the theatre. Patrons expecting an emergency call are encouraged to leave their phone & seat number with our house manager. Our theatre is accessible to patrons with disabilities; please indicate any special seating requests when ordering your tickets. Arrive 30 minutes before curtain time to obtain assistance from our house manager. Hearing enhancement devices are available at the concessions counter, free of charge, for each performance on a first-come, first-served basis. A sign language interpreter may be provided upon request. A minimum two-week advance notice is required to make arrangements for an interpreter. Emergency exits are located throughout the theatre auditorium. Please identify the emergency exit closest to your seat. Should an emergency arise, you will be directed to leave the building by theatre personnel. When exiting, please proceed in an orderly fashion to a safe area away from the building.

Ticket Office Hours and Locations:

Cache Valley Center for the Arts and Ellen Eccles Theatre

43 S Main St, Logan, UT

Phone: 435-752-0026

Email: tixsales@cachearts.org

Hours: Monday-Friday 10:00 a.m. – 5:30 p.m. and 1 hour prior to any theatre performance